

March 8, 2016

Amherst, MA – Town Manager Search
Community Paradigm Associates
1 Saddleback, Plymouth, MA 02360

Re: Application for Town Manager Position

To Whom it May Concern:

This letter is to inform you of my interest in the Town Manager position with Amherst. Currently I serve as the Assistant Town Manager in Mansfield, Connecticut which is home to the University of Connecticut at Storrs. For the last ten years I have worked in an assistant capacity and in 2014 was recognized by ICMA for ten years of professional service in local government. The communities I have worked in have varied greatly in size, geography and socio-economic demographics from a small town in Vermont to a coastal urban center in the Southeast. These varied experiences have given me the opportunity to gain meaningful, hands-on professional experience in budgeting, human resources/labor relations, community development and other areas of local government.

My professional and educational experiences have provided me with the ability to utilize both quantitative and qualitative approaches to problem solving and decision making. I have been able to build and maintain effective working relationships with staff, university officials, and elected officials. I have demonstrated an ability to lead staff and build a sense of team, even during difficult and challenging situations. When speaking with my references, particularly Mansfield staff, you will learn that I have the ability to challenge existing paradigms, analyze programs and services, and recommend and implement successful, positive changes within an organization.

I am dedicated, hard working, intrinsically motivated and strive to make a positive impact on the quality of life for citizens in the community I am serving. If hired, I will bring a high level of professionalism and integrity to my job duties. I believe that I would be an effective leader for your team. I believe that my tenure in Mansfield/Storrs, home to a progressive flagship public university like Amherst, provides me with a set of similar experiences and transferable skills relevant to your community and this position.

If you have any questions or need additional information, please do not hesitate to contact me. I may be reached on my cell phone at _____ or through email at _____.

Regards,
Maria E. Capriola, M.P.A.

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Willimantic, CT 06226

EXPERIENCE

Town of Mansfield, CT

Assistant Town Manager (reclassified from Assistant to in July 2012)

Graduate Intern

January 2007 – Present, January 2002-May 2003

January 2007 - Present

January 2002 – May 2003

- Serves as Acting Town Manager in the Town Manager's absence.
- Staffs Council and citizen advisory committees such as Personnel Committee, Ethics Board, Public Safety and Town-University Relations. Provides professional and technical support to committees.
- Assists in the development of ordinances. Samples include the Town's Ethics Ordinance, Fee Waiver Ordinance and consideration of a Responsible Contracting Ordinance.
- Coordinates Town-wide initiatives and special projects. Samples include the Town's strategic plan (*Mansfield 2020*), police services study, and procurement process for legal counsel (general and labor/employment).
- Evaluates programs and services; develops and implements recommendations to improve service delivery, program effectiveness, and responsiveness to citizen needs. Samples include reorganization of staff (administrative support staff, Senior Services staff, Engineering staff, Library staff), blight reduction efforts in the Hunting Lodge Road neighborhood, and the administration of the Town's fee waiver program.
- Assists with the budgeting process. Develops budgets, program narratives, and public information materials. Assists with Council budget workshops and public information sessions. Developed and maintains Town's performance measurement system.
- Serves as lead labor relations contact.
 - Participates in labor negotiations with Professional and Technical employees, Public Works, Police and Fire Unions. Prepares contract proposals and costs financial obligations.
 - Manages and responds to grievances.
 - Manages employee performance issues; administers disciplinary and termination processes.
 - Coordinated reduction in force proceedings; met with affected employees.
- Performs Human Resources duties.
 - Conducts recruitment and selection processes for Town departments and the Eastern Highlands Health District.
 - Administers the classification plan.
 - Drafts, revises, and implements personnel policies.
 - Provides training and professional development opportunities for staff.
- Manages employee benefits and risk management. Also provides employee benefits and risk management service to the Mansfield Public Schools and Regional School District #19.
 - Employee benefits includes: leave administration; health insurance; life insurance; disability insurance; pension; employee wellness program; employee assistance program (EAP); tuition reimbursement.
 - Risk management includes: LAP; worker's compensation; safety. Serves on the Connecticut Interlocal Risk Management Agency's (CIRMA) Operations and Underwriting Committee.
- Ensures compliance with state and federal labor laws, collective bargaining agreements and personnel policies.
 - Serves as Town's ADA Coordinator; engages in ADA interactive process with employees seeking a reasonable accommodation.
 - Administers and approves FMLA absences.
 - Represents the Town at unemployment appeal hearings.
 - Represents the Town, in conjunction with legal counsel, in matters related to employment law.

- Conducts and/or coordinates investigations of possible violations of Town policies.
- Works collaboratively with the University of Connecticut to connect students with internships and work experience in Mansfield; placed over two dozen students with the organization.
- Supervises, directs, and motivates staff.
- Promotes open and transparent government. Developed and implemented town-wide Freedom of Information policy and process; process and respond to FOI requests received by the Town.
- Served as the Community Development Block Grant Program Administrator.
- Attended ICMA and GFOA training seminars; received a certificate in labor negotiations and contract costing.

City of Newburyport, MA

January 2006 – December 2006

Assistant Chief Administrative Officer

- Managed and developed the City's budget: analyzed base budgets, directed support staff, balanced the budget, conducted revenue projections, improved budget document presentation, conducted budget workshops and presentation of budget to Council and community.
- Performed internal audits as needed for City projects, ethics concerns and financial monitoring.
- Participated in labor negotiations with Teamsters, Police and Fire Unions on behalf of the Mayor's Office. Prepared contract proposals and costed financial obligations.
- Conducted recruitment and hiring processes for department head and professional City positions.
- Conducted Human Resources work such as drafting job descriptions, addressing personnel issues and union concerns.
- Assisted in managing employee benefits; efforts to educate employees in plan design resulted in over \$400,000 in savings for the 2007 health insurance renewal.
- Conducted analytical studies and policy development. Examples included a vehicle use analysis and military leave policy.
- Appointed as and performed duties of interim Community Development Block Grant Director.
- Represented the Mayor's Office at Council meetings, Cable Committee, and other committees as assigned.
- Served as Chief Procurement Officer for the City; ensured departments were in compliance with Massachusetts General Law, Chapter 30B.
- Directed and motivated staff.

City of Savannah, GA

June 2003 – January 2006

Management Analyst, Research and Budget Department

January 2004 – January 2006

Management Intern (Fellow)

June 2003 – December 2003

- Assigned to eighteen departments in the Bureaus of Public Development and Sanitation.
- Assigned departments included General Fund, Enterprise Fund, Community Development Block Grant (CDBG), Department of Justice, and Workforce Investment Act funded departments.
- Monitored, reviewed, and analyzed expenditures and revenues on a monthly basis for assigned departments.
- Researched, analyzed, and developed budgets for assigned departments for the budget process.
- Provided recommendations and assistance to assigned departments for goals, objectives, and performance measurements.
- Coordinated the City's participation in the ICMA Center for Performance Measurement process.
- Conducted research projects and analytical studies that recommended improvements for City programs, services, and procedures. Samples include: operational review of the Property Maintenance Department; comparable cities analysis for per person cost of government and property tax comparison; budget process and financial policies recommendations; study and recommendations for the City's capital projects tracking process; absence management study; supplemental insurance analysis; HR policy research and recommendations; school crossing guard analysis.
- Coordinated recruitment efforts and hiring process for the City's 2004-2005 Management Intern (Fellow).

- Selected as the City's 2003-2004 Management Intern (Fellow) amongst a competitive field of applicants in a national search.
- Served as a member of Management and Financial Services' Bureau Communication Team (Team 411).
- Attended ICMA Center for Performance Measurement conference and GFOA Effective Budget Presentation training seminar.
- Awarded 2003 ICMA diversity in local government annual conference scholarship.

Town of Bennington, VT

Summers 1998 and 1999

Administrative Assistant, Community Development, Building and Zoning Departments

- Answered main phone line, directed calls and citizen concerns.
- Typed correspondence, meeting minutes, agendas, and memorandums.
- Provided clerical assistance with building permit process.

EDUCATION

University of Connecticut, Storrs, CT

January 2002 – May 2003

- **Masters in Public Administration (M.P.A.)**, with a concentration in public management.
- Student Member of American Society for Public Administrators (ASPA).
- Board member for Connecticut chapter of ASPA.
- Vice President, Association of M.P.A. students at the University of Connecticut.
- Recipient of Catherine E. Pardee Award for proven interest in public administration, 2002.
- Financed education 100% on own.

University of Connecticut, Storrs, CT

September 1997 – December 2001

- **BA in Political Science, cum laude.**
- Member, Golden Key National Honor Society.
- Member, Phi Alpha Theta National History Honor Society.
- Admitted to M.P.A. fast-track program; earned 12 graduate credits as an undergraduate student.
- Financed education 100% on own.

MISCELLANEOUS

University of Connecticut M.P.A. Alumni Council

2007 - 2015

- Active member of the Alumni Council; secretary from 2009-2014. Advised Program staff, mentored MPA students, served as guest lecturer on labor relations, conducted workshops with students.

First-ever recipient of the UCONN Department of Public Policy *Outstanding Service Award* for providing significant service to MPA students and the Department, 2010-2011.

Recipient of the UCONN Department of Public Policy M.P.A. Program *Recent Distinguished Alumni Award*, for demonstrating leadership, high ethical standards, and achievements in the field of public administration, 2014.

Possess a ham radio operator's license, KB1BXU.